

# Exhibit A

07/27/10 11AM-2PM TBL CALL HUEBNER PAUL 7836-716303-1  
 DUAL DPR ID GJB 478 MALBONE ST # 1  
 HM# 7187569815 BS# BROOKLYN NY 11225  
 TECH# 5720 JOB# 11 ORDER DATE 07/26/10  
 START 1:50 END TIME 3:00 R/A: Y N TECH# 5720 DB# 11  
 1 1 1 1 1 0 0 0 0 0 0 0 0

SERVICES  
 2G 1 DOL/No Video  
 2S 1 Optimum Voice

TASKS  
 DV Jack/Wiring  
 DV No Dial Tone  
 Check Modem  
 Free Diagnosis  
 Voice Modem

HISTORY  
 02/24/06 TBL CALL COMPLETE  
 IntConct DV Modem T# 196  
 InCnWrSp  
 01/15/06 INSTALL COMPLETE  
 T# 594

T#

TRIP CHARGE: RES/\$34.95 BUS/\$46.95 NO CHARGE CUST INIT

WRITE HFC MAC ID  
 INSIDE THIS SQUARE  
 AND  
 PLACE NEW MODEM  
 STICKER HERE

PRIMARY FIX	SECONDARY	CUST INITIAL
161	282	FOR CHARGE

\*\*\*\*\* EQUIPMENT \*\*\*\*\*

IN 12258BD2BC 53	P IN IPT3473508789 15	P
OUT	F OUT	F
IN	P IN	P
OUT	F OUT	F
IN	P IN	P
OUT	F OUT	F
IN	P IN	P
OUT	F OUT	F
PI IN	P IN	P
FI OUT	F OUT	F

GROUND: A POLE# IVR: FTA: 1 IWIP: X=CLOVE & NEW YORK  
 AMPERAGE: MAP: 34U TAP: RTE: 01309 IPHONE=917-701-5432 / 212-354-5555  
 DROP CERT P/F HHC P/F/NA TRP DOL/BB/NA ICHK JACK  
 WORK PTS: 11 CONSTR: M ISI: No Scl Inst  
 TAG: K319149 NEW TAG: K319149  
 CENSUS35F026 NODE RX 8 TX 46.2 NR 34.1 H/C  
 STATUS: COMP/RESCH/NOT DONE/CANCELLED  
 RF LEVELS: 254 WCH12 W CH21 W CH29 W CH70 W CH106 W CH116 W CLIP  
 buchana@optonline.net

COMMENTS: There is a feed in Line Coming From Verizon Box

Unable To Locate and disconnect I can only correct Problem  
 By Running new Line sub would like it to work same way

## OPTIMUM VOICE CUSTOMERS

**E911 NOTIFICATION:** In the event of a power outage, and provided you do not have battery backup on your modem, you will not have E911 service. If your service is disconnected or interrupted, you will not have E911 service. If you relocate the modem to a different address, you must notify Cablevision in advance to update E911 service. During the initial 72 hours of service at your new address, you may be required to provide the E911 operator with your new service address.

**SECURITY AND MEDICAL ALERT SYSTEM LIMITATIONS:** You acknowledge that Cablevision does not support the use of any Optimum Voice service as a connection for (i) emergency medical alert systems, (ii) all high security monitoring systems (UL 681 or similar) or (iii) fire alarm systems (UL 864 or similar). You acknowledge that it is your sole responsibility to contact your central station monitoring provider to test and verify that your security system is in good working order and that you are responsible for any additional work required to ensure the proper operation of your security system.

## CUSTOMER ACCEPTANCE

Please confirm your satisfaction with installation/repair of the Optimum product/service(s) and verify all equipment prior to signing this document. Please note charges listed above may not include franchise fees, taxes, equipment and other charges. Promotional offerings subject to terms (i.e. length of promotion) provided at time of sale. **BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT ALL INFORMATION ON BOTH SIDES OF THIS WORK ORDER INCLUDING E911 NOTIFICATION AND SECURITY AND MEDICAL ALERT SYSTEM LIMITATIONS STATED ABOVE AND GENERAL TERMS AND CONDITIONS OF SERVICE ON THE BACK, HAS BEEN READ AND AGREED TO.**

Signed

Date

07/27/10

QC

Tech Initials

CKJ

CUSTOMER COPY